

Office for Citizens with Developmental Disabilities Request for Services Registry

Interim Validation Process for Individuals on The Request for Services Registry residing in Private Nursing Homes and Intermediate Care Facilities for the Developmentally Disabled

I. Pre-Validation

A. Office for Citizens with Developmental Disabilities (OCDD) will conduct training for staff from OCDD, Long Term and Community Living Ombudsman, and the Local Governing Entity (LGE) who will participate in the face to face validation of individuals on the Request for Services Registry (RFSR) living in private nursing home (NH) and intermediate care facilities for the developmentally disabled (ICF/DD). Each agency will identify staff in each region that will participate in the validation visits and send a list of the staff, with their phone numbers and email addresses, to the Developmental Disabilities RFSR Manager within by close of the next business day.

B. The RFSR Manager will obtain list of individuals in Nursing Homes (NH) and Intermediate Care Facilities for the Developmentally Disabled (ICF/DD) currently on the RFSR separated by facility and region. This list will include all contact information for the individual and family member/legal guardian.

C. The RFSR Manager will disseminate the lists of individuals in NH and ICF/DD and lists of staff who will participate in the face to face validation to the Division Directors and LGE RFSR workgroup members by the close of the next business day following the training. The Director will divide the list amongst assigned LGE staff, OCDD workgroup members, and Long Term or Community Living Ombudsman based on the capacity of each agency to assist in completing the validation visits.

D. In addition to the lists of individuals and their contact information, the RFSR Manager will send the *RFSR Validation Packets* that include all documents to be completed as part of validation, with return envelopes, to the Division Directors. The validation packets will be sent by the close of the next business day following the training. The RFSR Manager will document when each list and packets were sent, and to whom, on the *OCDD Validation in Private NH and ICF/DD Tracking Form*.

Validation Packets will include:

- *Interim validation process*
- *Validation packet checklist*
- *Telephone script for administrators*
- *Script for face to face validation visit*
- *Individual information sheet*
- *Validation decision forms (two copies)*
- *OCDD brochure and LGE contact list*
- *Tracking forms (RFSR Manager, LGE, Validation Team)*
- *Return Envelopes*

E. The Division Director or designated staff at the LGE will send the lists of individuals, their contact information and packets to the assigned LGE, RFSR workgroup members, and Ombudsman (i.e., validation team) within 3 business days of receiving the information. The LGE will use the *LGE Validation in Private NH and ICF/DD Tracking Form* to document receipt of the information from the RFSR Manager including when and from whom the information was sent. A master list, including which validation team member was assigned to what individual, will be sent to the RFSR Manager within 2 days of making the validation team assignments. The Division Director or designated staff will document when the master list was sent to the RFSR Manager on the *LGE Validation in Private PH and ICF/DD Tracking Form*.

F. Once the lists with contact information for the individuals and family/legal guardians are received, staff from the validation team will record receipt of this information on the *Validation Team Visits in Private NH and ICF/DD Tracking Form*.

G. Using the *telephone script*, the validation team will contact the NH and ICF/DD administrators to introduce themselves and briefly explain the validation process, including scheduling a face to face meeting with the individuals and their family members/legal guardians. The validation team will record all communication attempts to administration on the *Validation Team Visits in Private NH and ICF/DD Tracking Form*, including date of call, person you are trying to contact and if a phone message was left to return the call.

H. Using the contact information sent by the RFSR Manager, the validation team will contact the individual and/or family members/legal guardian to schedule the face to face validation visit. All communication attempts to the individuals and/or family members/legal guardians, including date of call, person you are trying to contact and if a phone message was left to return the call must be documented on the designated tracking form. Once a visit is confirmed, the validation team will document the date and time of the scheduled validation visit on the *Validation Team Visits in Private NH and ICF/DD Tracking Form*.

I. The validation team member will make a reminder phone call to the facility, individual, family member, and legal guardian within 1 to 3 working days of the scheduled interview to confirm the date, time, and location of the visit.

J. Following 3 consecutive attempts to contact an individual and/or legal guardian using all available contact information, the validation team member will email the LGE Division Director and JoAnn Payne, the RFSR Manager at joann.payne@la.gov, and notify them that the individual/legal guardian did not respond to any phone messages. The validation team member will document that the information was sent to the Division Director and RFSR Manager on the *Validation Team Visits in Private NH and ICF/DD Tracking Form* and the Division Director and RFSR Manager will document receipt of this information on the *LGE Validation and OCDD Tracking Forms*, respectively. The RFSR Manager will research all available databases to locate updated contact information for the individual and/or legal guardian. If any new information is found, the Manager will forward that information to the Division Director and validation team member to contact the individual/legal guardian to discuss validation and schedule the visit.

K. The validation team will prepare for the validation visits by reviewing the *face to face scripts* and ensuring they have complete validation packets for each individual prior to the scheduled validation visit. It is recommended that validation team members fill in demographic information on the individual/family decision form and individual information sheet to expedite the visit.

II. VALIDATION VISIT

- A. Please make sure you are wearing your agency picture identification badge at each visit. The validation team will conduct the validation visits using the *face to face script*. At the end of each visit, the validation team member and individual/family/legal guardian will complete the *individual information sheet and individual/family decision forms*.
- B. Validation team members will leave the OCDD brochure, LGE contact sheet [with LGE brochure, if available] and a completed, signed *individual/family decision form* with the individual and family member/legal guardian. Following the validation visit, the validation team member will document tasks and forms completed during the validation visit for each individual on the *Validation Team Visits in Private NH and ICF/DD Tracking Form*.
- C. Validation team members will send updated *Validation Team Visits in Private NH and ICF/DD Tracking Forms* to the Division Director and RFSR Manager via email at the end of each week (i.e., Friday) or on the Monday of the following week.
- D. If there are any questions throughout validation, please contact Gina Easterly at gina.easterly@la.gov and JoAnn Payne at joann.payne@la.gov.

III. POST-VALIDATION

- A. The validation team will send all completed forms and tracking sheets to the LGE Division Director by March 27, 2014 and document this on the *Validation Team Visits in Private NH and ICF/DD Tracking Forms*. LGEs will make copies of the *individual information sheets* and enter the updated contact information into the Participants Services Database (PSD). After the updated information is entered into PSD, the LGEs will print a copy of the *demographic page in PSD* and include it in the *validation packet*.
- B. The Division Directors will send all completed *validation packets, including tracking sheets*, to the RFSR Manager by March 29, 2014. The Directors will document that the updated information has been entered into PSD and that the completed packets were sent to the RFSR Manager on the *LGE Validation in Private NH and ICF/DD tracking form*.
- C. The RFSR Manager will document when packets were received from the Division Directors on the *OCDD Validation in Private NH and ICF/DD tracking form*. The Manager will compile all documentation received from the LGE Division Directors and separate individuals on the RFSR into four categories:
1. Declinations
 2. Requested Inactive
 3. Request to Remain Active
 4. Individuals who did not respond to validation
- D. The DD RFSR manager will forward the documentation for all individuals who sent declinations to SRI for removal from the DD RFSR within 10 business days.
- E. The DD RFSR manager will forward the documentation for individuals who requested inactive status or who requested to remain active on the RFSR to workgroup members leading the assessment subgroup. This activity will be documented on the *OCDD Validation in Private NH and ICF/DD tracking form*.